

RHA may be changing...

here's what you need to know.



Want to know more, than take a look or get in touch:

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At the end of this year **RHA** plans to merge with **Coastal Housing Group**.

This means we would be a bigger merged organisation and we will have more opportunity to improve services, but don't worry – your rights as a tenant will stay the same and your home won't be affected.



/ **Would my landlord change?**

Yes – your landlord would become Coastal Housing Group temporarily (until the new merged organisation is created). But your occupation contract (previously known as your tenancy agreement) would not change as you would have the same level of rights and protection that you have now.



/ **If the merger goes to plan, what date would I have a new landlord?**

We think the new merger would happen before the end of this year, after both organisations have worked together to review services and explored how best to bring both organisations' services together for the benefit of tenants and residents.



/ **Would my rent or service charge change?**

No, the merger would not affect your rent or service charge. The new merged organisation would continue to review charges every year, as RHA does at the moment. Rent increases would only be made in line with guidance and following the requirements of Welsh Government (as they are now).





/ **Would there be a change to how I pay?**

The different ways to pay your rent will stay the same, but there may be changes to our bank details. This is nothing to worry about because we will give you plenty of notice about any changes you need to make to pay your rent and service charge.



/ **Would my repairs, grounds maintenance or cleaning arrangement change?**

There are no plans for these to change as part of the merged organisation, but we will be focused on improving the services we provide



/ **Would I have the same contact at RHA?**

If there are any changes to who your contact is at RHA or how you contact us we will let you know and give you plenty of notice of any change.



/ **Are there any other disadvantages of a merger between RHA and CHG?**

We have looked carefully at the outcomes of the merger through a way of working called 'due diligence' we will ensure the merger would have no negative impact on you, our contract-holders.

It will take some time and resources to bring the people, services and systems of both organisations together. This may mean that you don't see improvements in services straight away and there could be a delay on some things in the short term. In the longer term, we believe (depending on your views), that the merger will help us to improve services and makes good sense for everyone.





/ **How would I, a tenant (contract holder) be able to influence the way the new merged organisation works?**

We are committed to providing ways for you to get involved, share your thoughts and help us improve our services. We are keen to hear:

- what you think
- what's important to you
- how we can improve our services.

This will remain the same if the merger goes ahead and we promise to listen to you, our contract holders (tenants), and continue to give you opportunities to influence how we design and deliver services.

We will work with you our contracts holders (tenant) groups to make sure your voice is heard on important matters relating to local, regional and nationwide matters.



/ **Get Involved in our Consultation Events**

Throughout June we will have in person and online events that you can take part in, sharing your views on:

- What you think of the merger
- What's important to you
- How we can work together to improve services

Look out for more information via text, our website and on our social media channels, or ask a member of staff.

**HAVE
YOUR
SAY!**



enquiries@rhawales.com



01443 424200 press option 1



Send us your views using the pre-paid envelope included



Chat to a member of staff